



# **New Family Case Manager Training**

## *Effective September 2010*

Total 60 days – 12 weeks  
33 Classroom, 17 County Based Transfer of Learning Days, &  
10 County Based On the Job Reinforcement Days

### **Module I: Orientation and Introduction to Child Welfare: 11 days – 7 Class & 4 County**

- 1 Day – **Orientation in Central Office-HR presentation** (ID, Finger Printing, Swearing-in, info on location of training, parking, etc.)
- 2 Days – **Getting to Know DCS** (introduction to agency mission and values, agency structure, position roles and responsibilities, and essential processes at DCS)
- 1 Day – **Introduction to Tablet & ICWIS** (tablet distribution and set-up, introduction to ICWIS, and on-line policy manual)
- 1 Day – **Orientation in County Office** (Introduction to field office supervisor, director, and family case managers, completion of initial new hire paperwork, etc.)
- 2 Days – **Culture & Diversity** (cultural learning continuum, self-assessment, and norms, as well as cultural aspects of Indiana and working with diverse families throughout state)
- 1 Day – **Legal Overview** (introduction to legal aspects of the job)
- 3 Days – **Transfer of Learning in County Office**

### **Module II: Assessing for Safety: 20 days – 13 Class & 7 County**

- 2 Days – **Engagement** (introduction to engagement skills needed to create and maintain trust based relationships with children & families, focus on cycle of need, process of change, working with resistance, Johari's window, core conditions, challenge model, functional strengths, etc.)
- 2 Days – **Teaming** (introduction to the child and family team meeting process, preparation of parents, identification of team members, discussion of formal and informal supports, etc.)
- 3 Days – **Assessment** (introduction to assessment process and impact on safety, stability, permanency, and well-being from the first contact with family through case closure)
- 2 Days – **Worker Safety** (introduction to risk management & safety awareness, cycle of escalation, universal precautions, substance identification, and car seat installation)
- 4 Days – **Transfer of Learning in County Office**
- 4 Days – **Family Centered Child Protective Services** (introduction to abuse & neglect, assessing reports, using agency forms, planning the interview, techniques of interviewing, and learn to use ICWIS to document the assessment process)
- 3 Days – **Transfer of Learning in County Office**

### **Module III: Planning for Stability and Permanency: 14 Days – 8 Class & 6 County**

- 3 Days – **Planning & Intervening** (introduces participants to family issues related to mental health, substance abuse, and domestic violence. Increases awareness to these issues and impact of intervening, and reviews impact of childhood trauma)
- 2 Days – **Transfer of Learning in County Office**
- 3 Days – **Case Planning** (introduces importance of family engagement and involvement, reviews policy, protocols, development of case plan goals, objectives, and activities, tracking and monitoring for goal achievement and case closure, learn how to use ICWIS to document case plan process)
- 2 Days – **Legal Roles & Responsibilities** (introduces the family case manager to the legal roles and responsibilities of the position including knowledge of CHINS statutes, timelines, legal reports, etc.)
- 4 Days – **Transfer of Learning in County Office**

### **Module IV: Tracking and Monitoring Well-Being: 15 Days – 5 Class & 10 County**

- 2 Days – **Effects of Abuse, Neglect, and Separation on Child Development** (introduces participants to normal child development, effects of abuse and neglect on development, reactive attachment disorder, impact of separation on child and family, importance of placement identification and stability, and focuses on tracking and monitoring child well-being from initial contact through case closure)
- 1 Day – **Permanency Planning Outcomes for Children & Families** (introduces participants to permanency options & programs, importance of achieving permanency, ways to assess & ensure permanency within legal timeframes)
- 1 Day – **Time Management** (introduces importance of time management, planning, prioritizing, and maintaining a positive work / life balance)
- 10 Days – **On the Job Skill Reinforcement in County Office**
- 1 Day – **Cohort Graduation** (half the day is spent on posttest, collection of training feedback, and recommendations, other half is focused on graduation ceremony)